HQMC Casualty Assistance Brief

Casualty Section

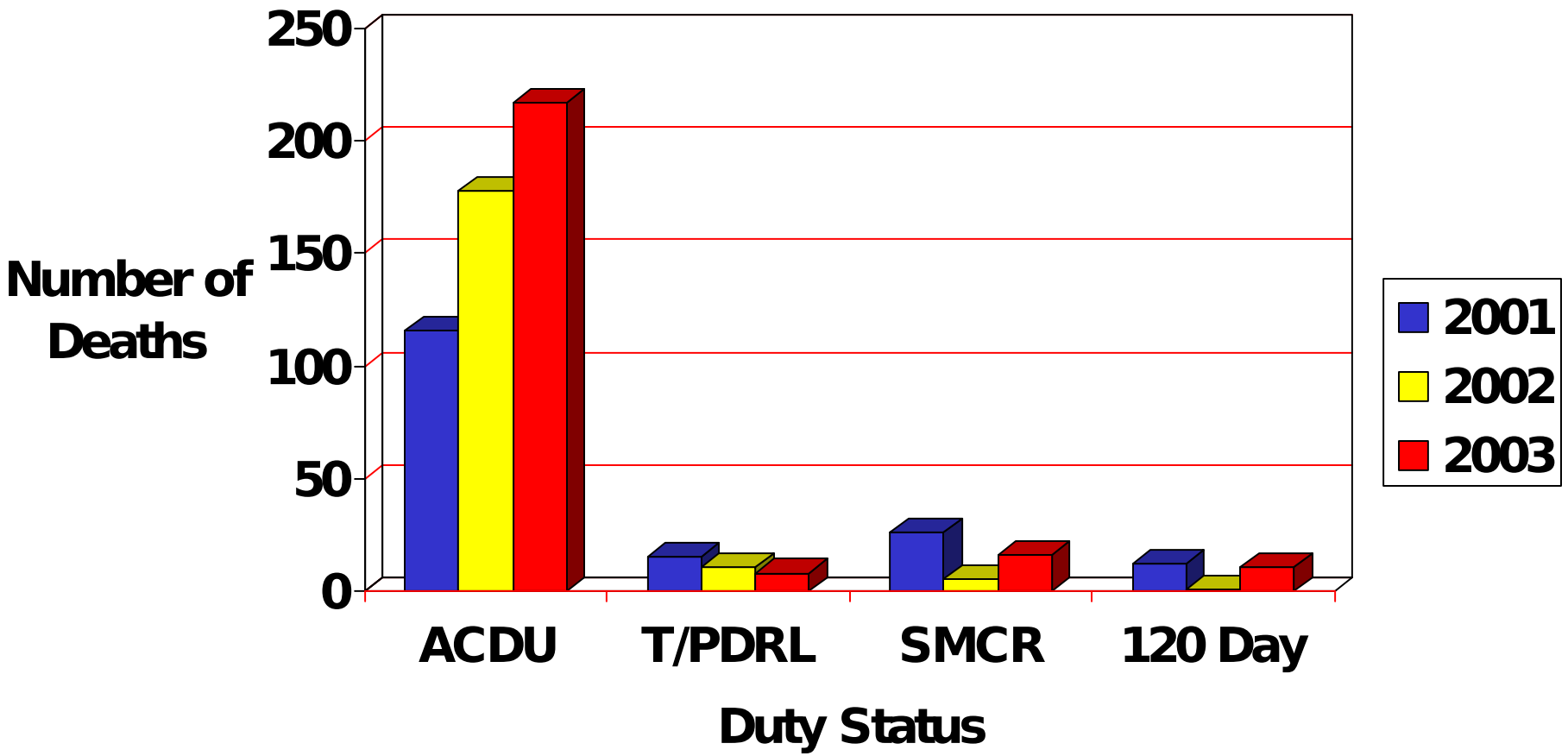
Mission Statement

Under the staff cognizance of the Deputy Director for Programs, Personal and Family Readiness Division, implement, execute and manage the Casualty Assistance Program for the U.S. Marine Corps, which includes providing assistance to Marine Corps families with compassion, dignity and honor.

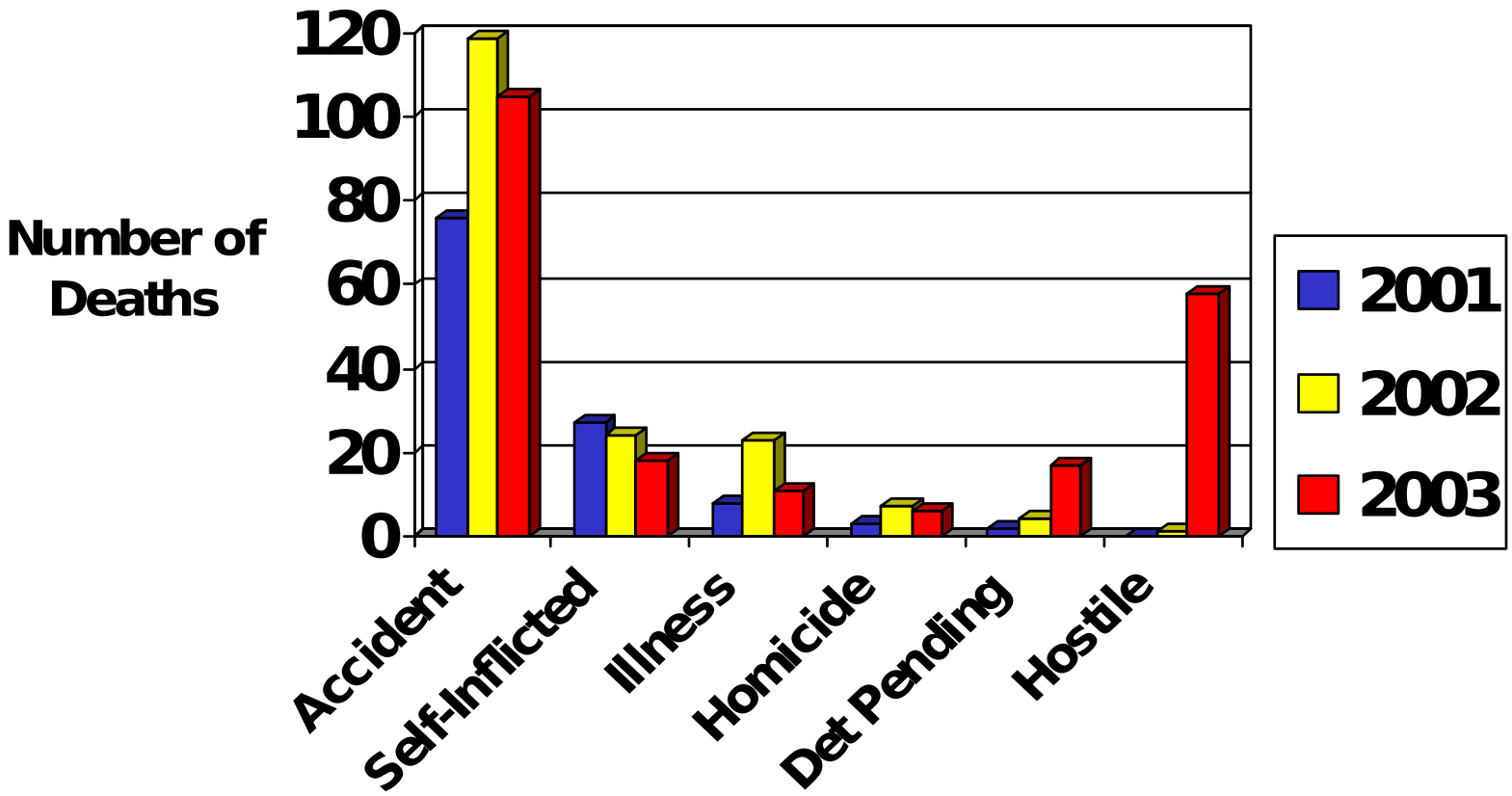
Topics of Discussion

- Casualty Definitions
- CACO Selection
- Notification Procedures
- Benefits
- CACO Report
- **Problem Areas/OIF-2 Improvements**
- **Funeral Honors**

Marine Deaths CY 01-03

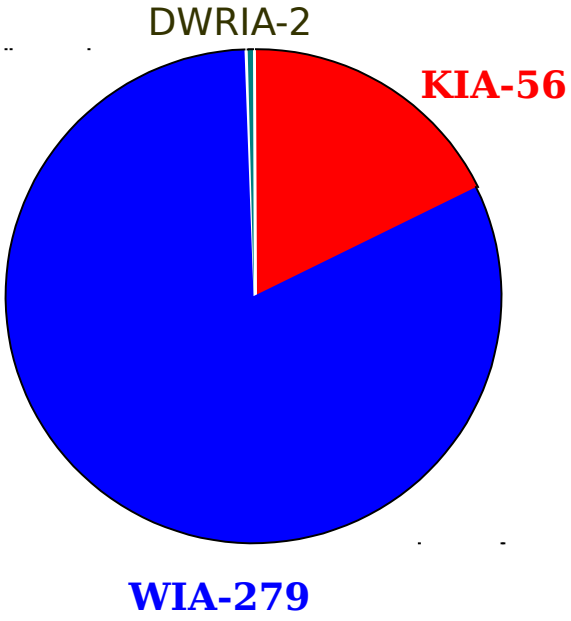


Active Duty Deaths by Manner

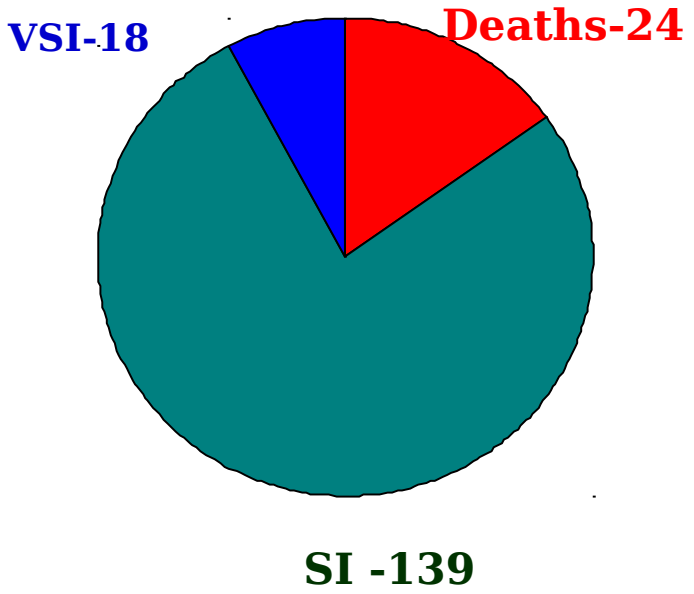


Operation Iraqi Freedom Casualties

HOSTILE



NONHOSTILE



Total Deaths 82
Total Injuries 436
Total Operation Iraqi Freedom Casualties 518

Casualty Definitions

- MCO P3040.4E (MARCORCASPROCMAN)
- Standardized throughout DoD

Casualty

- Any Marine lost to the organization having been declared deceased, DUSTWUN, missing, ill or injured.

Occurs any time…any place!

Reportable Casualty Status

- Term used to classify a casualty:
  - Seriously Ill or Injured (SI)
  - Very Seriously Ill or Injured (VSI)
  - Special Patient (SPECPAT)
  - Not Seriously Injured (NSI) (mass only)
  - Duty Status Whereabouts Unknown (DUSTWUN)
  - Missing
  - Deceased

Duty Status Whereabouts Unknown (DUSTWUN)

- A transitory casualty status used when the responsible commander suspects the Marine may be a casualty, absence is involuntary, but sufficient evidence does not currently exist to make a definite determination of missing or deceased

Missing

- Status applicable to a Marine who is not present at his or her duty location due to apparent involuntary reasons and whose location may or may not be known:
  - Excludes personnel in an absent without leave (AWOL), deserter or dropped-from rolls status

Deceased

- A Marine who is either known to have died, determined to have died based on conclusive evidence, or declared dead based on a presumptive finding of death.
  - The recovery of remains is not a prerequisite to declare a Marine deceased

Personnel Casualty Report (PCR)

- **Primary source of information** used in notifying the NOK

UNCLASSIFIED

- Administrative rather than operational
  - Sent immediately to MRC from the reporting unit
  - Contains accurate/verified information
  - Supplemental report if necessary

Mass Casualty

- Any large number of casualties occurring in a relatively short period of time, usually as the result of a single incident, i.e., MV-22 crash, bus accident.
  - Mass casualty PCR must be submitted for 5 or more personnel. Individual PCR's must follow.

Next of Kin (NOK)

- PNOK - Person most closely related to the casualty (Only one (1) Primary NOK)
  - Normally directs disposition of remains and personal effects
  - Approves release of information to third parties
- SNOK - All other NOK
- PADD - Person Authorized to Direct Disposition of Remains
- PERE - Person Eligible to Receive Personal Effects

NOK Order of Precedence

- Per Title 10 USC
  - Surviving spouse
  - Children (natural, adopted, step)
    - Minors cannot make disposition of remains
  - Parents in order of seniority
    - Unless granted sole custody
  - Brothers/Sisters in order of seniority
  - Grandparents
  - Other relatives in order of relationship

Beneficiary

- Individual designated to receive death benefits

- **Does not make this individual the PNOK!!!!!!!!**

Escort

- Individual assigned to accompany the remains from place of demise to place of burial
  - One escort funded by CMC
  - Travel from OCONUS to CONUS (Aircraft Commander acts as escort)

- Special escort may be requested by NOK (can be anyone, family, friend, etc.…)

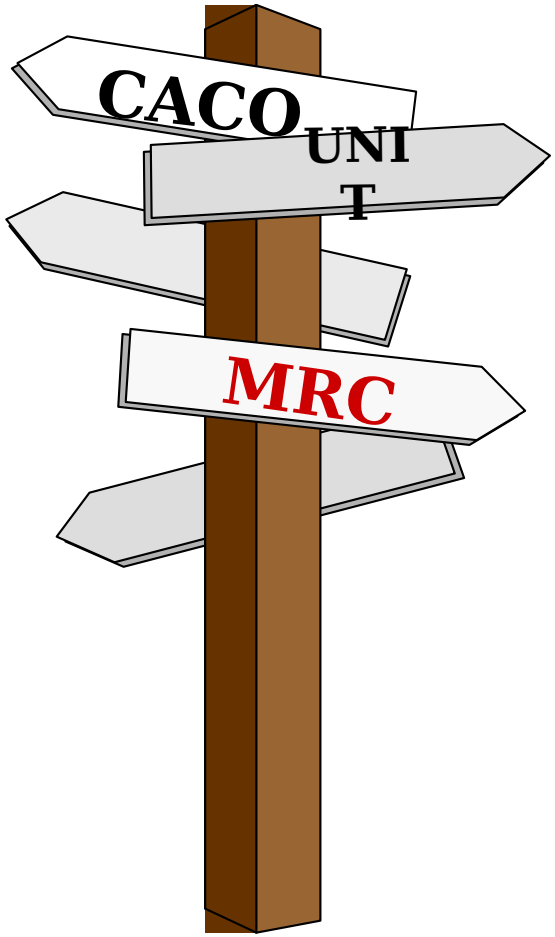
Casualty Assistance Calls Officer (CACO)

- Individual responsible for representing the Commandant and the Marine Corps with the NOK.
- Acts as advisor
  - Serves as liaison with other agencies (VA, SSA)
  - Assists with funeral arrangements
  - Assists with completion/submission of claim forms

CACO Selection

- Unit tasked by MRC
  - Any unit having sufficient assets to provide notification and assistance
- Unit selects and assigns CACO
  - SNCO, Warrant or Commissioned Officer
  - Equal or higher rank than deceased
  - Possesses ability to represent the Marine Corps with the local community

Notification Procedures



- A casualty occurs!
  - Parent Command Actions
  - MRC Actions
  - CACO Actions
- 8 Hours…

Parent Command Actions

- Call MRC IMMEDIATELY (Within 1 hour of incident)
- PCR prepared by first USMC activity learning of casualty (parent command)
- Fax PCR to MRC and release

- Speed becomes essential in communicating information to NOK

MRC Actions

- MRC obtain's signed RED/SGLI/1966 and NAVMC 763 from SRB/OQR
- Locate and task closest unit to the PNOK and SNOK to provide notification and assistance
  - Bases and Stations
  - I&I Staffs
  - Geographically separated units
  - Recruiting activities

MRC Actions

- Make telephonic contact with CACO
  - Provide immediate guidance/instructions
  - Email CACO GuideBook 2004
- Fax copy of PCR/RED to all CACO's involved (PNOK/SNOK)
- Open case file
- Prepare Casualty Package (CACPac for CACO

CACO Actions

- Contact MRC prior to departure for specific guidance
- Make liaison with the Marine's parent command and other CACO's involved
- Review and use CACO Checklist and CACO Book 2003
- Prepare business card for the NOK

Notification

- Primary/Secondary next of kin (NOK) of deceased are notified in-person
  - 0500-2400 hrs unless directed otherwise Uniform - Service “Alpha” or Dress Blue
  - Attempt to have a chaplain on notification team
- Telephonic notification to PNOK of injured/ill, CACO provided as required/directed (New Requirement/Command Responsibility)
- Families are provided all known facts concerning the casualty incident

Notification

- Confirm to whom you are speaking
- Get inside before delivering news
- Be sensitive and use good judgment
- Don’t hurry, speak naturally as possible
- Pass only known facts
  - Do not speculate, embellish or pass opinions
  - Investigation into the circumstances of death will be conducted

Notification

- Don’t extend overly sympathetic gestures that may be taken the wrong way
- Verify name, address, telephone number and SSN (death gratuity payee)
- Explain that subsequent visits will be required
- If NOK is alone, stay until family or friends arrive

Notification

- If requested to leave, depart!
- Provide business card
- Call and pass notification Date/Time to MRC and parent command
  - Pass verified information to MRC
    - Name, address, telephone, SSN

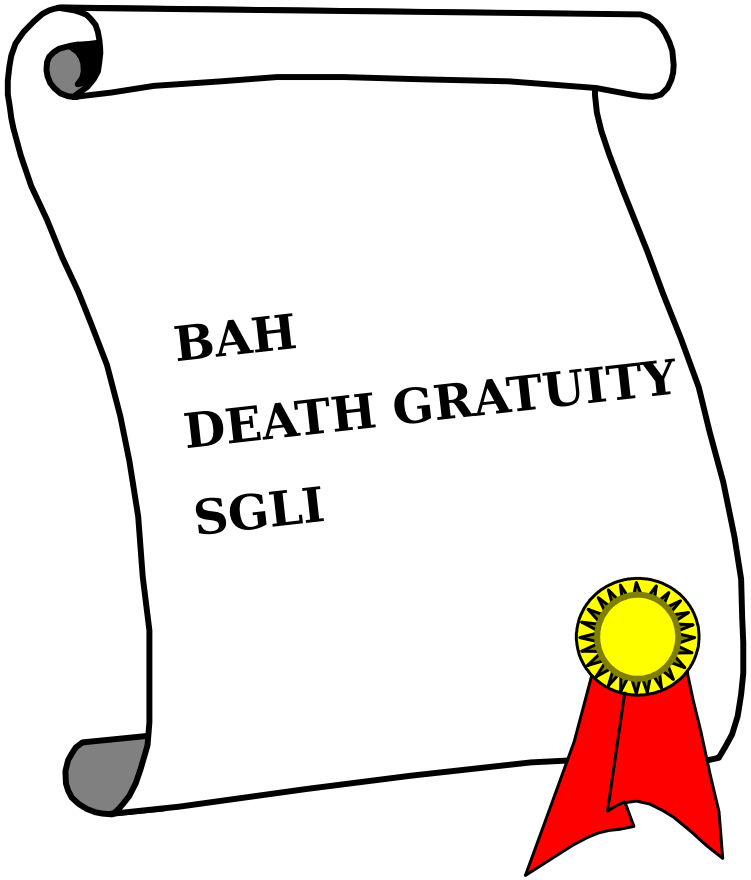
Notification

- There is no standard casualty call, each case is different
- Families behave and react differently
- Reputation of the Marine Corps is at stake
  - good judgment is “a must”
  - lasting reputation with the NOK and the community
  - If in Doubt call MRC for guidance

Casualty Assistance Call Package (CACPac)

- FedEx to CACO within 24-48 hours:
- Contains:
  - Death Gratuity Check $12,000.00 (Depends on Location of CACO)
  - Information booklet for the NOK
  - Honorable Service Certificate/Lapel Pin
  - Information/condolence letter from MRC
  - Pamphlets from various support agencies

Benefits



- Claim Agent or Attorneys need not Apply!

Benefits

- **Death Gratuity (paid by law within 48 hrs)**
  - **$12,000 (exempt from tax)**
  - **Retroactive to 2001 Sep 11 (HQMC has Cog)**
  - **Paid to the PNOK or as designated**
    - **Married (spouse)**
    - **Single (children if any or as designated)**
- **Arrears of Pay (AP) (as designated)**
- **MGIB (SGLI Beneficiary)**
- **SGLI (as designated)**
- **Family SGLI**
  - **No longer paid by check**

Benefits

- Beneficiary Financial Counseling Services

- Burial Allowances
  - **Mortuary Affairs (MMSO) Great Lakes, IL**
  - **Funeral and/or Interment Expenses ($6,075)**
    - **Primary - $1,750 (prepare and encase)**
    - **Secondary – (burial) $4,325 (pc) $3,000 (nc)**
  - **Headstone or Marker (DoVA)**
  - **Flag Case (MMSO)**

Benefits

Joint Federal Travel Regulations (JFTR)

- Invitational Travel Orders (ITO)
  - Travel to Bedside

    - Serious or worse condition determined by doctor

    - **Two family members**
    - **Transportation only if not OIF/OEF related…….**
    - **Wartime Supplemental Act – Per Diem Effective through 30 Sep 04 (OIF/OEF/Operation Nobel Eagle ONLY)**
  - **Travel to Burial**
    - **Spouse and children (if none, parents)**
    - **2 days per diem (plus the time for travel)**

Benefits

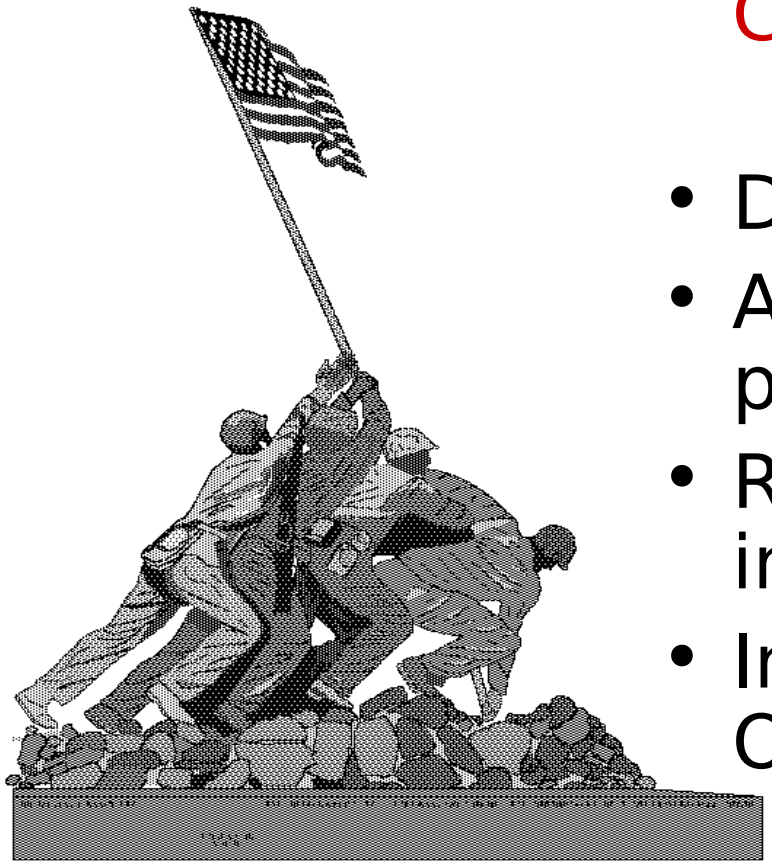
- Transportation of Family Members (PCS)
- Household Goods/Personal Effects
- Basic Allowance for Housing (BAH) – 180 days
- ID Card
- Survivors Benefit Plan (SBP)
- Dependency and Indemnity Compensation (DIC) – paid by DoVA

Benefits

- Social Security Benefits
- Income Taxes
- Educational Opportunities
- Benefits paid to minors are governed by state law

Benefits vary from case-to-case

CACO Report



- Due 30 days after receipt of CACPac

- Documents assistance
- Assists in addressing problem areas
- Recommendations for improvements
- Included in the Marine's OMPF

Problem Areas

- Inaccurate Information on the PCR's (Time/Place/Date Unknown)
- Not sending required Doc's from SRB/OQR
- Incorrect RED information
- Lack of Voice Report (Heads Up from Command)
- Cell Phones (Friends calling Spouse/Family of deceased/injured)

Improving the Process

- CACO Book 2004 (Internet Edition)
  - User Friendly
  - Retrieve forms via internet
  - More detailed and continually updated
- MCO P3040.4E
- DCIPS Forward
- Injured/Ill Patient Tracking
- USMC Casualty web page: http://www.manpower.usmc.mil

Funeral Honors

The Last to Let You Down

SSgt Shrouder

Sgt Adcock

Sgt Dunham

Sgt Leslie

Sgt Nichols

Cpl Atchison

Funeral Honors

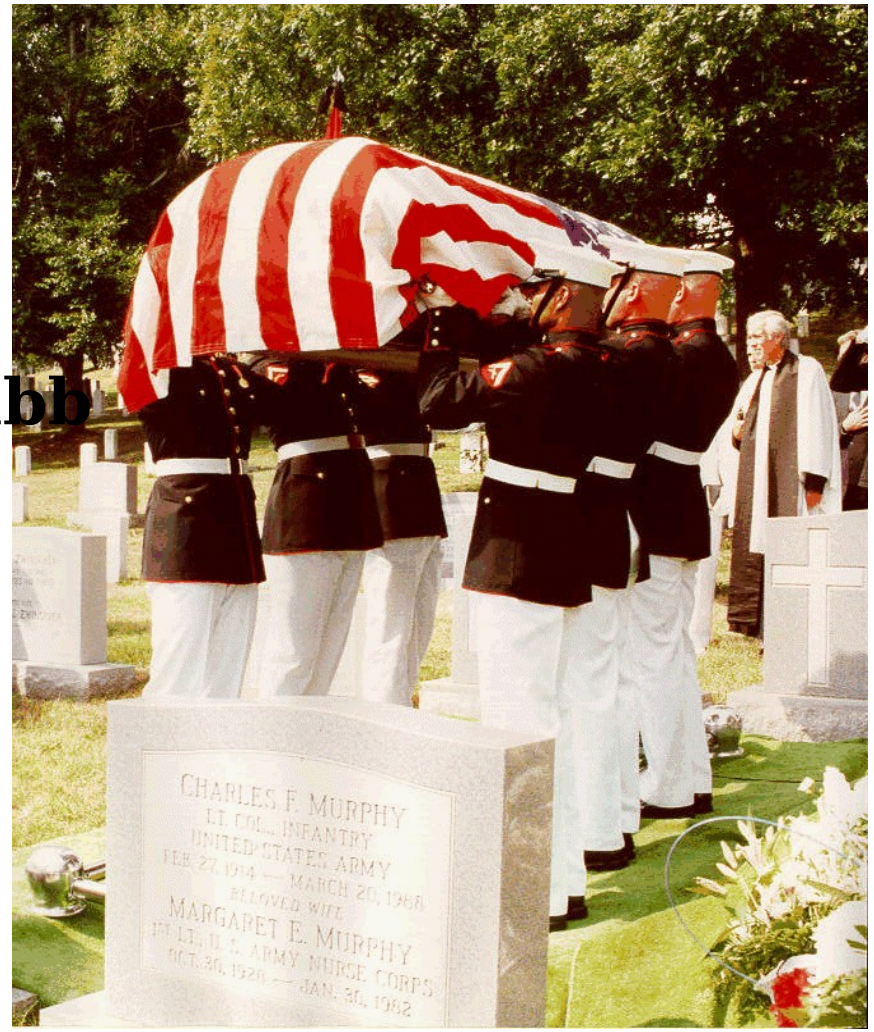
- **Tradition vs Policy**
  - **For 200 plus years… “within the constraints of available resources”**
  - **“The Marine Corps is committed to paying final tribute to a Marine’s service to our country by providing military funeral honors upon request of the next of kin.”**
  - **“No one says no, but the CMC”**
- **Eligibility**
  - **All Active, Reserve, Retired, Former Marine’s or personnel assigned to Marine units whose last service was honorable**

Funeral Honors

- **The Law**
  - **National Defense Authorization Act - FY 00**
  - **Effective 1 Jan 2000**
    - **An entitlement**
    - **Honor guard detail of not less than 2 service-members**
    - **Toll Free number**
      - **www.militaryfuneralhonors.osd.mil**
      - **1-866-826-3628**
      - **Ceremonial Bugle**

Taking Care of Our Own

Operations Officer
Captain Kenneth Jones
Operations Chief
unnery Sergeant Cindy Grubb



HQMC Contact Information:

HQMC, M&RA, 3280 Russell Road,
Attn: MRC, Quantico, VA 22134-5103

Phone: (703) 784-9512 DSN: 278

Fax: 4134/9823

Toll Free: 1-800-847-1597

QUESTIONS